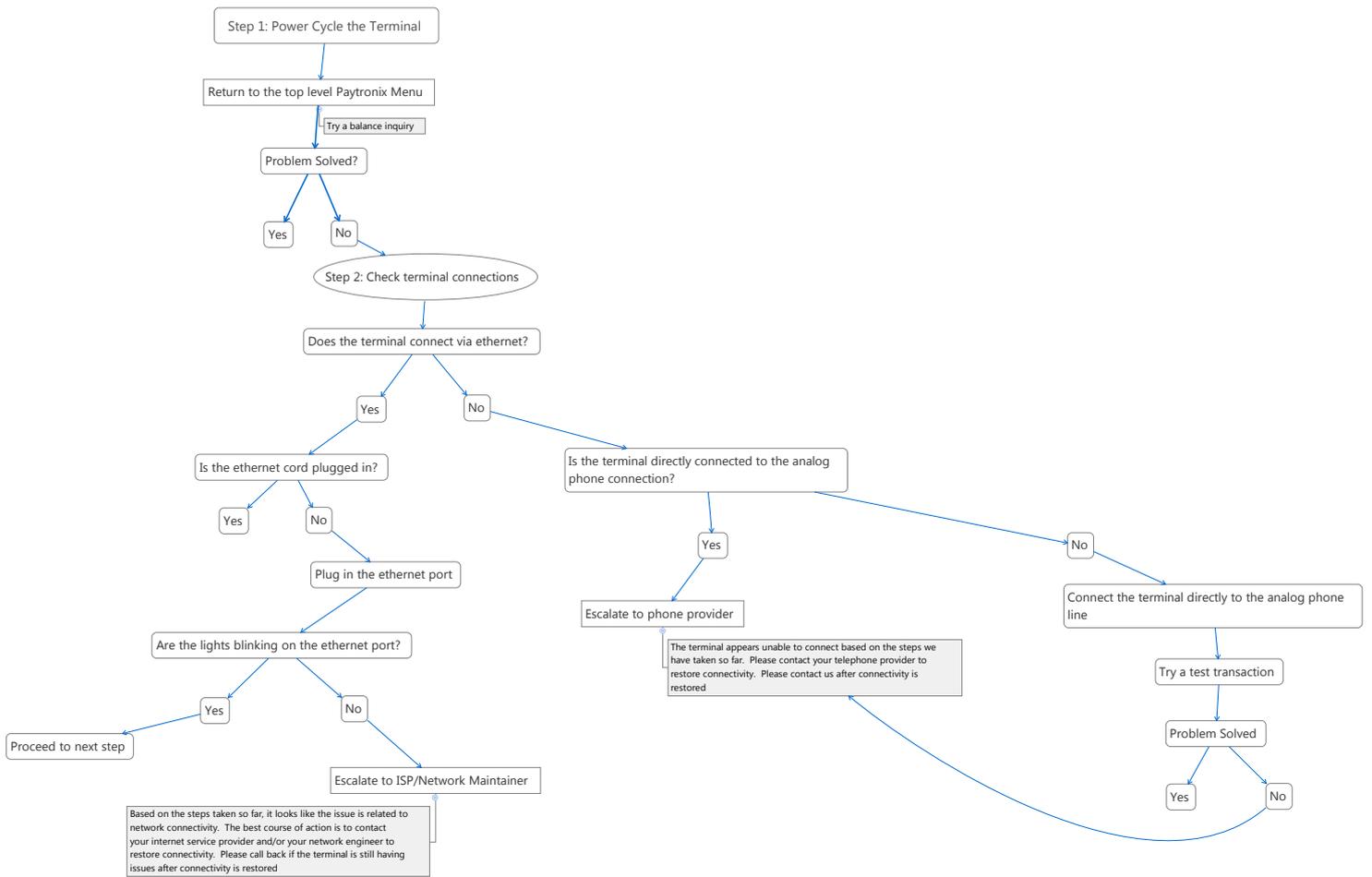


Transaction 481 Troubleshooting Guide



Step 3: Ping Tests

Ping 4.2.2.2

Successful?

Yes

Ping www.google.com

Successful?

Yes

Ping www.pxsweb.com

Yes

Try a transaction

Problem solved?

Yes

No, proceed to next step

No, escalate to ISP/
Network Maintainer

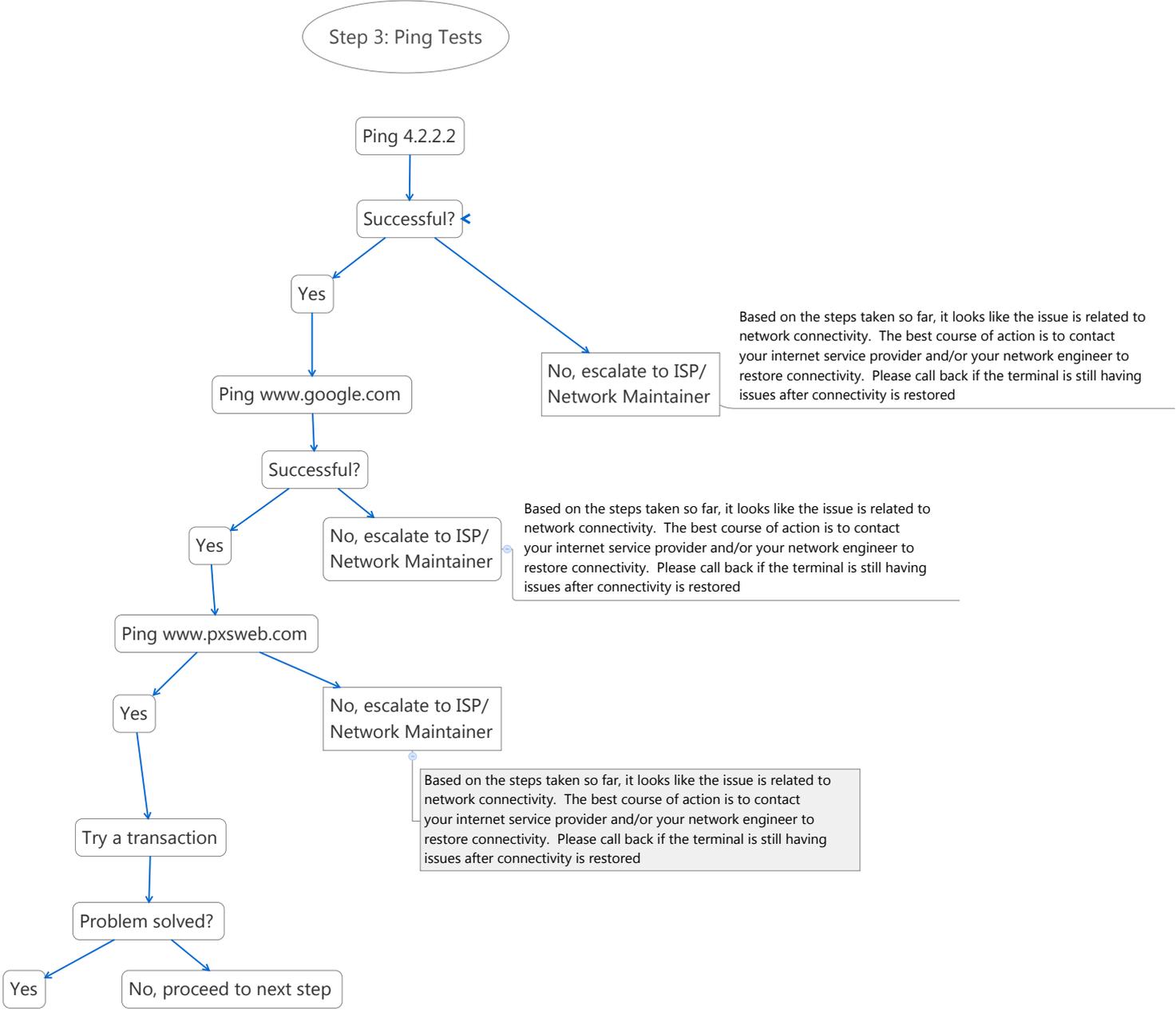
Based on the steps taken so far, it looks like the issue is related to network connectivity. The best course of action is to contact your internet service provider and/or your network engineer to restore connectivity. Please call back if the terminal is still having issues after connectivity is restored

No, escalate to ISP/
Network Maintainer

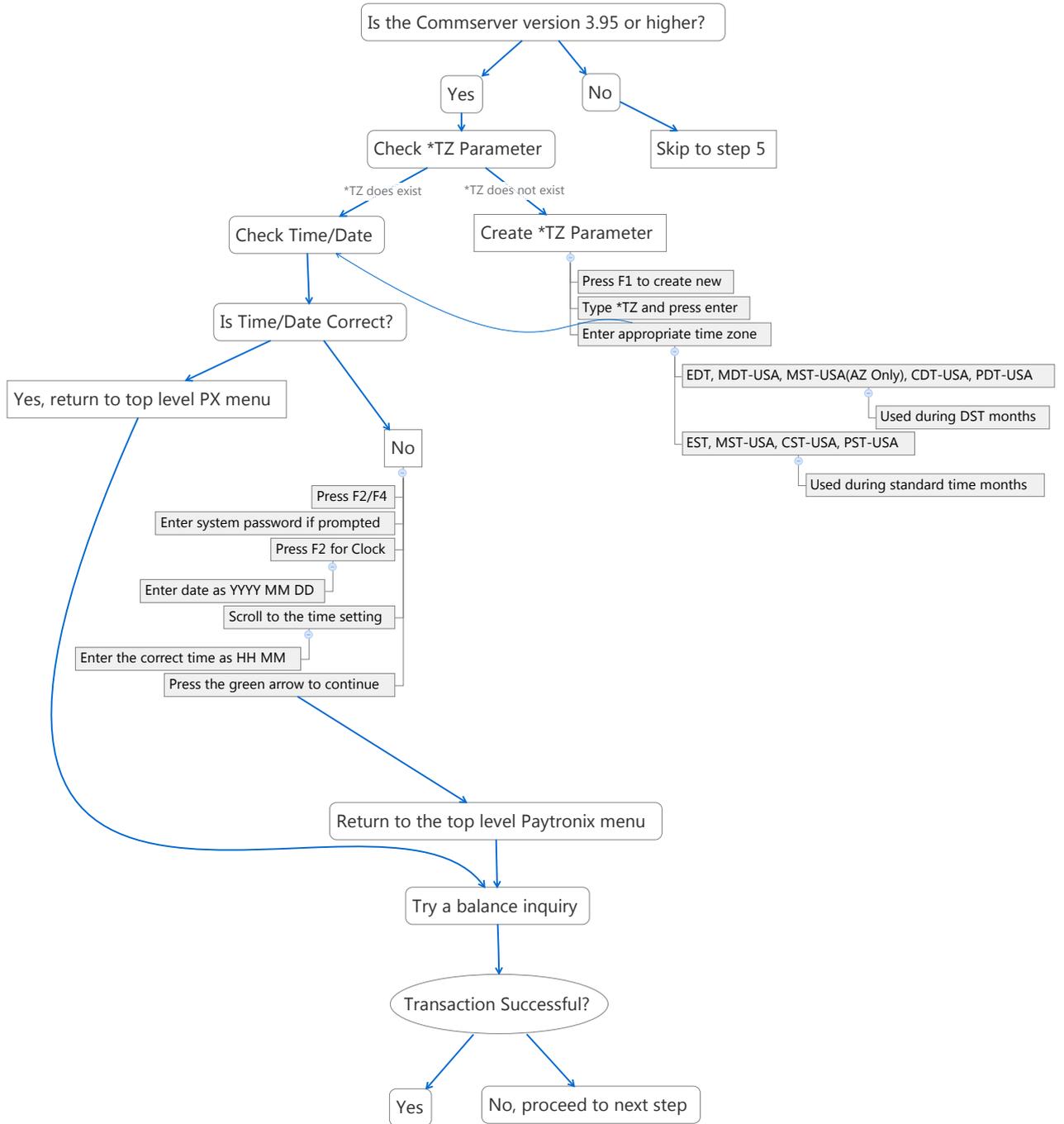
Based on the steps taken so far, it looks like the issue is related to network connectivity. The best course of action is to contact your internet service provider and/or your network engineer to restore connectivity. Please call back if the terminal is still having issues after connectivity is restored

No, escalate to ISP/
Network Maintainer

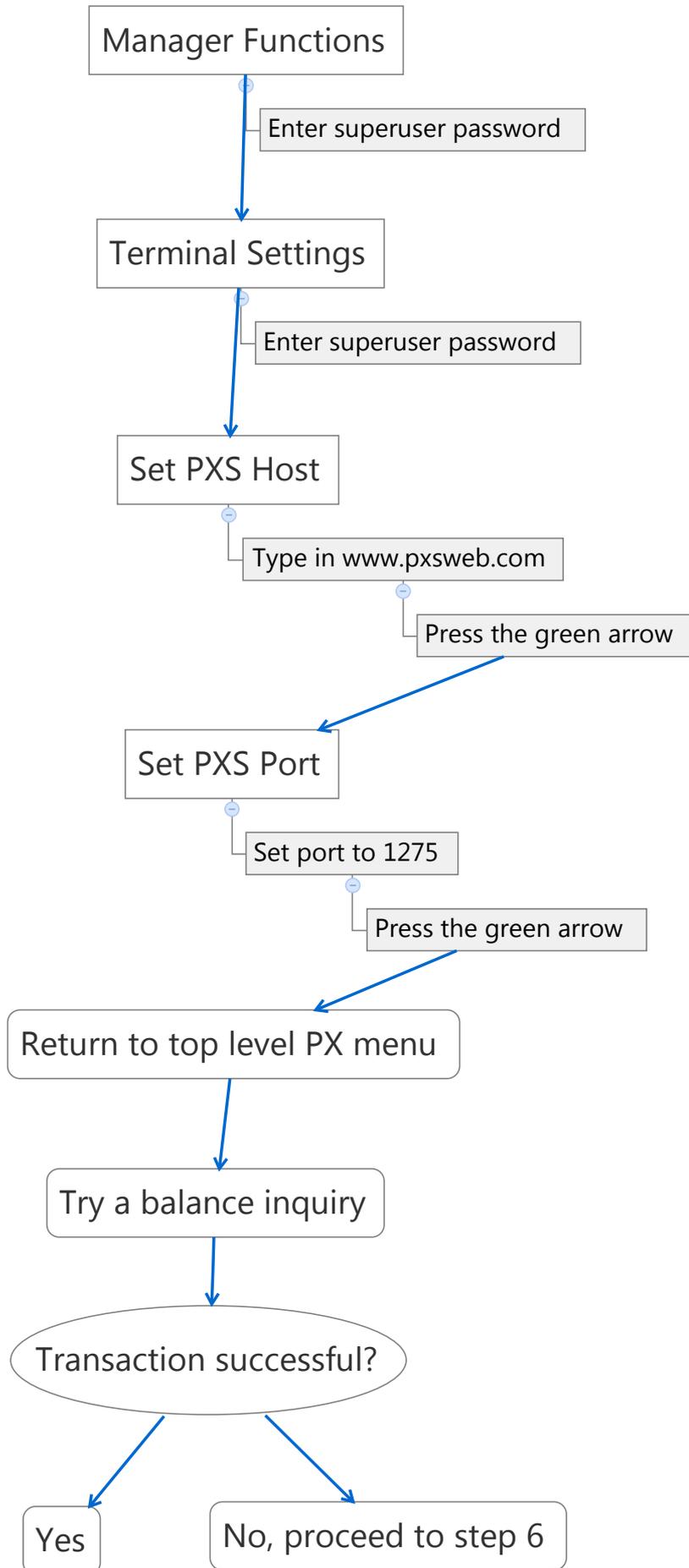
Based on the steps taken so far, it looks like the issue is related to network connectivity. The best course of action is to contact your internet service provider and/or your network engineer to restore connectivity. Please call back if the terminal is still having issues after connectivity is restored



Step 4: Commsserver



Step 5: Check PXS Host and Port



Step 6: Set Packer and Protocol

Manager Functions

Enter superuser password

Terminal Settings

Enter superuser password

Set Packer

Set packer to PXS-XML

Press the green arrow

Set Protocol

Set protocol to HTTPS over Ethernet

Press the green arrow

Return to the top level Paytronix menu

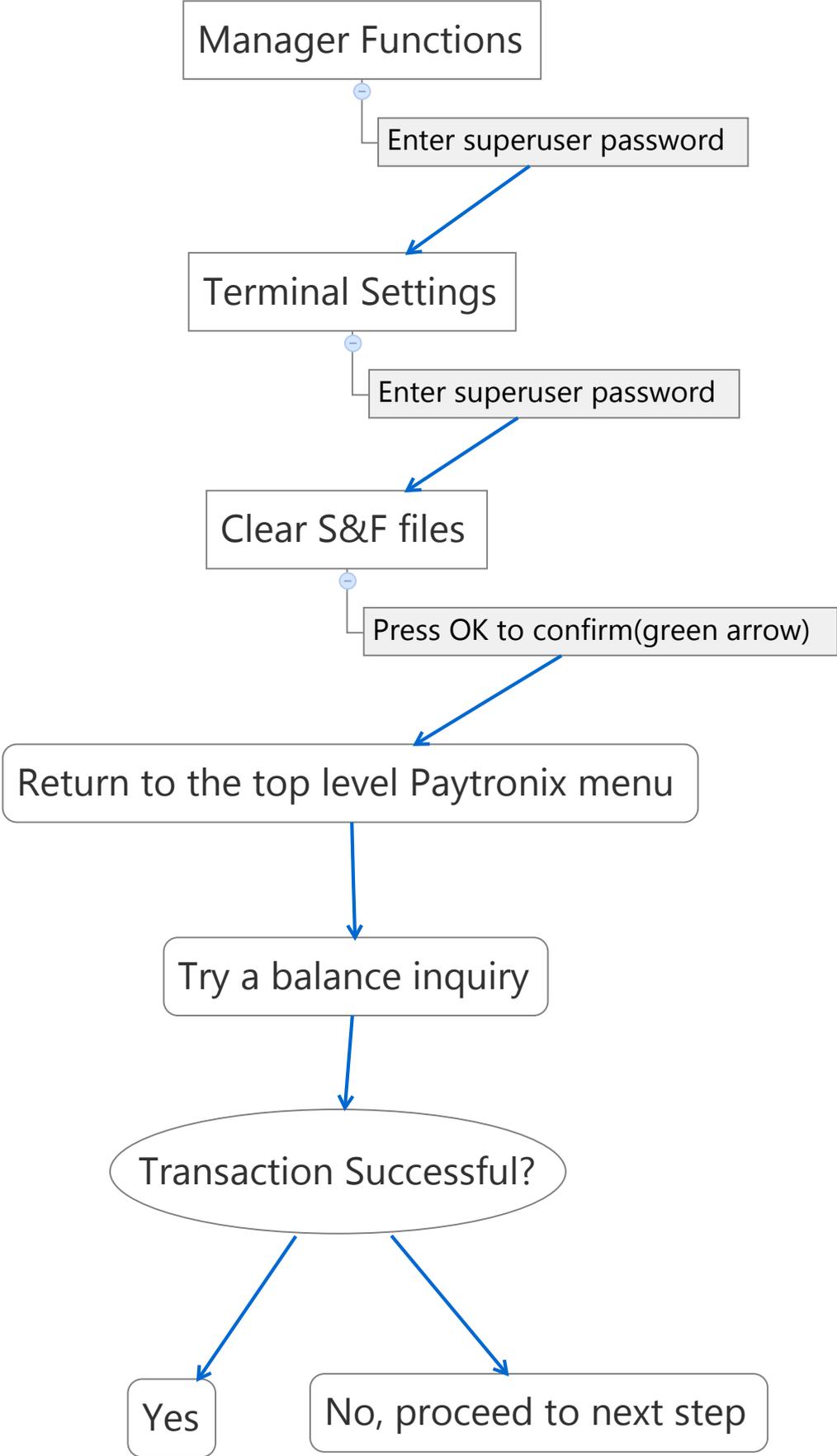
Try a balance inquiry

Transaction successful?

Yes

No, proceed to step 7

Step 7: Clear S&F files



Step 8: Clear Config

Manager Functions

Enter superuser password

Terminal Settings

Enter superuser password

Clear Config

Press OK to confirm (press green arrow)

Return to the top level Paytronix menu

Try a transaction?

Transaction successful?

Yes

No, proceed to next step

This is only applicable if there is no credit card software on the terminal

Step 9: Downgrade Commsserver

Refer to USB instructions



Power cycle the terminal



Try a transaction?



Transaction Successful?



Yes

No, proceed to next step

Step 10: Final Troubleshooting Options

Offer Download option

Did Client agree to download?

Yes

No

Refer to download guide and tree

Refer to ISP Provider using escalation script

I am happy to walk you through the download process. However, the underlying issue is likely a connectivity problem. The download may work but it may also fail if connectivity is limited.

Based on the steps taken so far, it looks like the issue is related to network connectivity. The best course of action is to contact your internet service provider and/or your network engineer to restore connectivity. Please call back if the terminal is still having issues after connectivity is restored